ONECALL

TURN YOUR INFORMATION INTO A
POWERFUL CUSTOMER ENGAGEMENT SOLUTION

ONECALL RISES TO THE CHALLENGE!

Our solution provides your contact center and frontline sales agents with a comprehensive, 360° view of your customers and brings together the tools they need to tailor sales recommendations and leverage internal collaboration. With access to the right data, your agents can answer daily queries faster and provide the most accurate information. Interacting effectively with your customers increases their overall satisfaction, and greater customer engagement leads to increased sales.

This innovative, user-friendly, intuitive and collaborative application facilitates interaction between your agents and customers.

Difficulties faced by agents

- Information scattered across different systems
- Complicated and confusing desktops
- Lack of communication between the various customer channels
- Inability to provide rapid and appropriate replies in real time

In today's world, how can you improve customer engagement?

- Guarantee seamless, real-time interaction with your customers, whatever the communication channel
- Increase productivity levels, without placing undue strain on personnel
- Ensure that customers can obtain satisfactory information easily
- Help agents cross-sell and upsell to your customers

OUR SOLUTION

OneCall brings together the contents of your CRM, internal data systems and Web data in a single interface and delivers all of this information to your agents in real time.

This true **customer engagement application** helps companies overcome the sales challenges of modern-day business. **OneCall is adapted to all agents who handle customer queries and sell to customers or prospects.**

Designed to improve the customer relationship, OneCall helps companies boost customer satisfaction and, as a result, develop brand loyalty. A climate of trust is of paramount importance in customer relationships and the purchasing process.

KEY FEATURES

Powerful search engine and multi-channel view of your customers In today's world, how can you improve customer engagement?

Instant access to customer events across all channels, using both structured and unstructured data sources

Timeline

Track all interactions with your customers (contract, phone, email, Web store)

Information sharing

Forward customer information to other departments to further improve the customer experience and foster collaboration between your teams
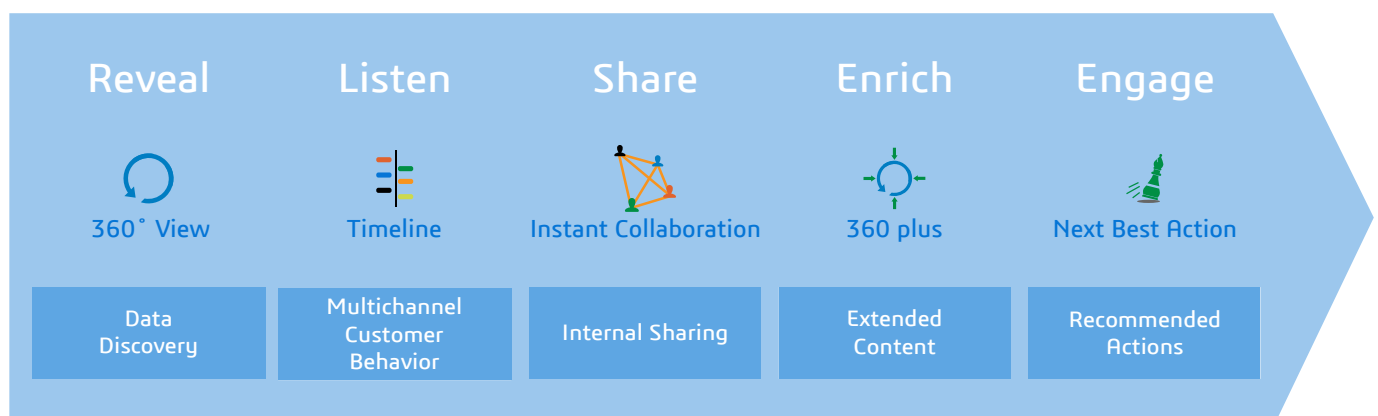
Analytics dashboard

Analyze the performance of your agents and overall business activity

Decision support engine

Provide customers with quality recommendations in real time from multiple data sources

An agile business solution that is easy to implement

Based on the indexing and analytics technology of CloudView™, this agile solution is ideal for complex IT environments and large-scale deployments. OneCall may be deployed in parallel to or on top of existing CRMs, with secure links to all your data sources. This high-performance application is capable of processing large volumes of data in a wide range of formats.

Provide all the information
Improve dialogue with your customers
Gain the edge over your competitors

Reveal	Listen	Share	Enrich	Engage
360° View	Timeline	Instant Collaboration	360 plus	Next Best Action
Data Discovery	Multichannel Customer Behavior	Internal Sharing	Extended Content	Recommended Actions

BEFORE

AFTER

BENEFITS

For call centers and middle/back offices

- Reduction in costs (average call length)
- Improved first-call resolution rate (FCR)
- Happier customer service agents

For points of sale

- Reduction in the average wait time
- Instant access to information on tablets
- Agents can propose immediate solutions

For middle/back offices

- Easy access to a comprehensive view of the customer
- Improved collaboration with the front office
- Suggested answers to questions

For websites

- Rapid response to customer queries, providing relevant and in-context solutions
- Natural and continuous bounce effect on in-store sales and call center traffic
- Access to richer sources of relevant, up-to-date information

For IT Departments and Company Management

- Multi-channel and multi-source integration
- Non-intrusive solution, independent of back office systems
- New user experience
- Speedy adoption
- Improved customer loyalty and engagement

Discover for yourself how OneCall can help you engage more effectively with your customers and get the most out of under-utilized company data...
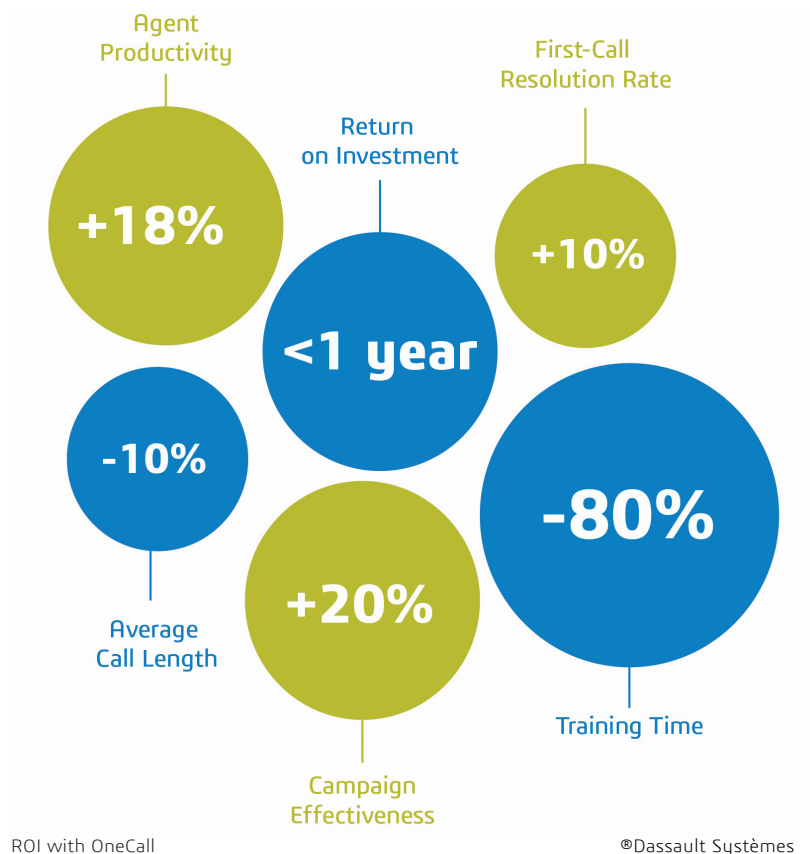
- Reveal hidden information
- Make the most of this capital to drive decisions
- Reduce costs
- Increase customer engagement and competitive advantage

"With a customer engagement system like OneCall, we have a better client-employee experience overall."

Frédéric Louis
Chief Information Officer
Eovi Mcd mutuelle

Results achieved by a customer:

Agent Productivity
+18%

Return on Investment
<1 year

First-Call Resolution Rate
+10%

Average Call Length
-10%

Campaign Effectiveness
+20%

Training Time
-80%

ROI with OneCall

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Dassault Systèmes, the **3D**EXPERIENCE Company, is a catalyst for human progress. We provide business and people with collaborative virtual environments to imagine sustainable innovations. By creating 'virtual experience twins' of the real world with our **3D**EXPERIENCE platform and applications, our customers push the boundaries of innovation, learning and production.

Dassault Systèmes' 20,000 employees are bringing value to more than 290,000 customers of all sizes, in all industries, in more than 140 countries. For more information, visit **www.3ds.com**

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